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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I'm writing to plead for allowing smaller communications companies (phone & internet service providers) to compete with the bigger established ones (like AT&T) because they provide competitive pricing (lower for us low-budget people!) as well as better customer service, since due to a smaller customer base, they have reason to care more and keep their clients happy to stay with them.

I used to be with AT&T but decided to leave them for Sonic.net because not only were their prices significantly higher, but I was done with them when 2 different customer service reps failed to resolve my problem (despite profuse apologies for my inconvenience and promising to handle the issue), and a third who heard the whole story and promised to absolutely take care of it also failed to do so. I was SO happy and relieve to find out Sonic.net operated in my area and was able to provide me with both a phone landline and internet at a 40% savings over AT&T's prices!!

Being self-employed with some of my work done on the computer, I use the internet for business as well as personal reasons, therefore need broadband for more efficient, timely completion of my work.

Thank you for considering the foregoing important points in future decisions about new, smaller telecommunications companies competing with the bigger existing companies.

Ani Cole